

GAAB Agent Accreditation Checklist

Use this checklist to prepare your agency for GAAB's accreditation audit. Ensure all documents, processes, and compliance measures are in place before applying.

1. Legal & Compliance Documents

- Valid business license/registration certificate
- Incorporation documents (if applicable)
- Signed contracts/MOUs with partner universities
- Tax registration and compliance certificates
- Data protection/privacy policy (aligned with GDPR/DPDP)

2. Marketing & Ethics

- Samples of promotional materials (brochures, website, ads)
- Clear fee structures provided to students
- No misleading or false claims in marketing
- Proof of sub-agent management policy (if applicable)

3. Student Screening & Documentation

- Standard operating procedure for student counselling
- Checklist for verifying academic transcripts and financial documents
- Process for detecting fraudulent documents
- Signed student declaration forms
- Record of student communication and consent

4. Application Quality & Conversion

- CRM/system reports showing application volumes
- Offer-to-application ratio for last 2 intakes
- Process to ensure complete applications before submission
- Record of rejected applications and reasons

5. Data Protection & CRM Hygiene

- CRM access logs and user role definitions
- Student data storage security measures
- Consent capture mechanism for data processing
- Regular data audits/clean-up practices

6. Training & Staff Competency

- Staff training records (recent 12 months)
- Training materials used for new counsellors

- Evidence of compliance workshops attended
- List of counsellors with responsibilities

7. Post-Offer & Visa Readiness

- Guidance documents for students on visa applications
- Checklist for pre-departure counselling
- Visa success rate data (last 2 intakes)
- Record of refused visa cases with analysis
- Ongoing student support process (insurance, accommodation, etc.)

Tip: Organize documents in a shared folder (cloud/drive) before the audit begins. Ensure your team is briefed and available for clarifications during the 15-day audit window.